



GOVERNMENT OF THE DISTRICT OF COLUMBIA  
COUNCIL OF THE DISTRICT OF COLUMBIA

## POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO: <b>CDC-23-123</b>	POSITION TITLE: <b>Constituent Services Director</b>
OPENING DATE: <b>June 7, 2023</b>	CLOSING DATE: <b>Open until filled</b> (anticipated hiring date July 17th)
SALARY RANGE: <b>\$85,000 - \$95,000</b>	TOUR OF DUTY: <b>Monday-Friday: 9am-5:30pm</b>
NO. OF VACANCIES: <b>One (1)</b>	OFFICE: <b>Councilmember Matthew Frumin Ward 3</b>
TYPE OF APPOINTMENT: <b>Full-Time Excepted Service</b>	DURATION OF APPOINTMENT: <b>At-Will</b>
AREA OF CONSIDERATION: <b>Open to the Public</b>	LOCATION: <b>John A. Wilson Building 1350 Pennsylvania Avenue, NW Washington, DC 20004</b>

This position is **NOT** in a collective bargaining unit.

### POSITION OVERVIEW:

The incumbent of this position provides overall management of a Constituent Services team to deliver Ward 3 residents constituent services on behalf of Councilmember Matthew Frumin. Constituent Services team members act as “agents” for residents in their interaction with the District of Columbia government and assist them with issues associated with government service delivery and programming, neighborhood-related matters, and other concerns related to the quality of life in Ward 3. As a director, the incumbent provides daily coordination and management of incoming issues, complaints, and concerns, regardless of the source, from Ward 3 residents. Upon receipt of the matter, this individual determines the most appropriate course of action and either personally handles the problem or assigns the problem resolution to a Constituent Services Specialist/Coordinator. The incumbent may act as the primary contact point for specific types of issues, a particular department, agency, and/or office for all matters for residents of Ward 3. In addition, the incumbent is responsible for liaising with community stakeholders and attending agency or community meetings and discussions, including site visits with agency officials and residents in the field. The incumbent reports to the Chief of Staff.

The primary functions and activities of this position are:

- Provides overall management and direction for a program of constituent services.
- Ensures that constituent inquiries, regardless of the receipt method, receive prompt responses according to established office guidelines, policies, and procedures.
- Acts as an information and service delivery resource for Ward residents and provides a consistent communication channel to the citizen of the Ward.
- Meets with community stakeholders to listen to and address constituent issues and concerns.
- Attends neighborhood meetings, tenant meetings, and citizen association meetings and conducts site visits to collect information on the constituent issues in the Ward.
- Establishes cooperative and collaborative working relationships with DC government departments, agencies, and offices to obtain information and resolve issues on behalf of constituents.
- Maintains a comprehensive database of services, programs, and critical contact staff in the DC government to resolve issues and concerns quickly.
- Works cooperatively with the Communications staff to coordinate Ward events and community outreach meetings, as well as maintains a calendar of Ward-based events.
- Maintains a database of businesses, community, and neighborhood leaders throughout the Ward.

#### **INCUMBENT ATTRIBUTES:**

The successful incumbent of this position will possess the following:

- At least three (3) years of experience providing community outreach services and programs. Management experience a plus.
- A Bachelor's degree in social sciences or a field of study that equips the incumbent with the necessary skill and knowledge to provide community outreach service is desirable and can be substituted for part of the experience requirement
- Strong interpersonal and written communication skills, with a high degree of compassion, patience, and diplomacy to work with constituents who may be frustrated with their government or in need of urgent help.
- A strong work ethic, including availability to attend evening and weekend events
- The ability to thrive in a fast-paced, varied environment
- Critical thinking and problem-solving skills
- Detail oriented, with strong organizational skills and the ability to independently multitask
- Familiarity with Ward 3 neighborhoods and a strong interest in District matters

#### **PERFORMANCE ENVIRONMENT:**

Incumbents of this position will be required to work in a high paced, team environment that can at times be stressful or involve minimal supervision. The need to respond to emergent issues may require availability beyond the 9:00am – 5:30pm workday. Work is performed in an office setting. Regular recess periods and the cyclical nature of the Council's legislative calendar provide opportunities to balance out periods of necessarily high-intensity work. The office strives to create a leave policy and overall culture to minimize the potential for burnout, or to identify and correct for it when it may arise. More detailed performance expectations will be developed with the Chief of Staff.

**HOW TO APPLY:**

Send a cover letter and resume to:

Leigh Catherine Miles, Chief of Staff  
Office of Ward 3 Councilmember Matthew Frumin  
1350 Pennsylvania Ave., NW Suite 408  
Washington, D.C. 20004

Or by email to: [lcsmiles@dccouncil.gov](mailto:lcsmiles@dccouncil.gov) . Please include "Constituent Services Director" in the subject line.

**NO PHONE CALLS**, please. Applicants will only be notified if granted an interview.

**DOMICILE REQUIREMENT:** An appointee to the Excepted Service is required to be domiciled in the District of Columbia at the time of his or her appointment or become a domiciliary of the District of Columbia within 180 days of appointment and shall maintain such domicile during the period of appointment. (D.C. Official Code §§ 1-609.06(a) and 1-610.59; and 6 DCMR B 305.)

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**SALARY AND BENEFITS:**

The Council of the District of Columbia offers a compensation package that includes a competitive salary; medical, dental, and vision coverage; long- and short-term disability program; a 457(b) program with a 3 percent employer match and a 5 percent entirely-employer funded contribution; 13 to 26 days of annual leave, based on years of employment; 13 days of sick leave; 8 weeks of paid family leave; 11 paid holidays; subsidized public transportation and bikeshare membership; subsidized use of an off-site gym.

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**COVID-19 VACCINATION POLICY:**

The highest priority for the Council of the District of Columbia ("Council") is providing a safe and healthy workplace for our employees. To ensure a continued focus on our employees' well-being, as well as the health and safety of our volunteers, contractors, and visitors we have devised this mandatory COVID-19 vaccination policy. Our goal is to mitigate the potential for transmission of COVID-19 in our workplace and that requires full cooperation among all parties. In light of medical and scientific data that confirms the safety and effectiveness of the COVID-19 vaccines, and to safeguard Council employees, volunteers, contractors, and visitors, the COVID-19 vaccine is mandatory for all employees, volunteers and contractors providing on-site services, except those with an approved religious or medical use exemption. All new hires must present proof they have been fully vaccinated against COVID-19 no later than one week prior to their start date or submit a Request for Vaccine Exemption Accommodation Form.

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**DRUG-FREE WORKPLACE:** Pursuant to the requirements of the Drug-Free Workplace Act of 1988, the individual selected to fill this position will, as a condition of employment, be required to notify his/her immediate supervisor, in writing, not later than five (5) days after conviction of or a plea of guilty to a violation of any criminal drug statute occurring in the workplace.

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**EEO Statement:** The District of Columbia government is an equal opportunity employer.

Equal Opportunity Employer: All qualified candidates will receive consideration without regard to race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family responsibilities, matriculation, physical handicap, or political affiliation.

Notice of Non-Discrimination: In accordance with D.C. Human Rights Act of 1977, as amended, D.C. Official Code, Section 2-1401.01 et. seq., (Act) the District of Columbia does not discriminate on the basis of actual or perceived: race color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, familial status, family responsibilities, matriculation, political affiliation, genetic information, disability, source of income, or place of residence or business. Sexual harassment is a form of sex discrimination which is also prohibited by the Act. In addition, harassment based on any of the above protected categories is prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.

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**OFFICIAL JOB OFFERS ARE MADE ONLY BY THE COUNCIL'S HUMAN RESOURCES DIVISION**